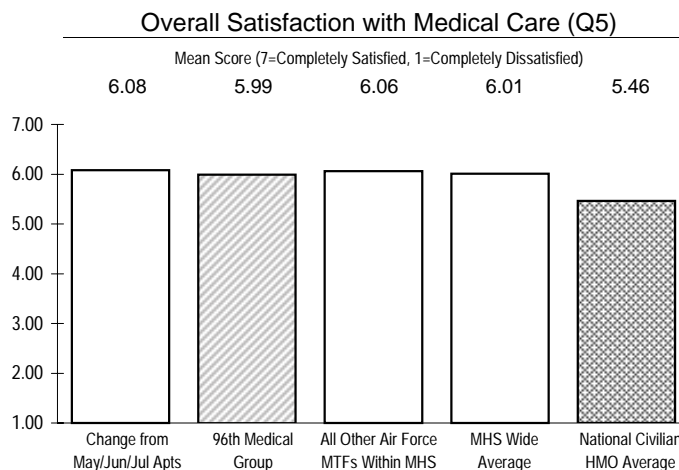
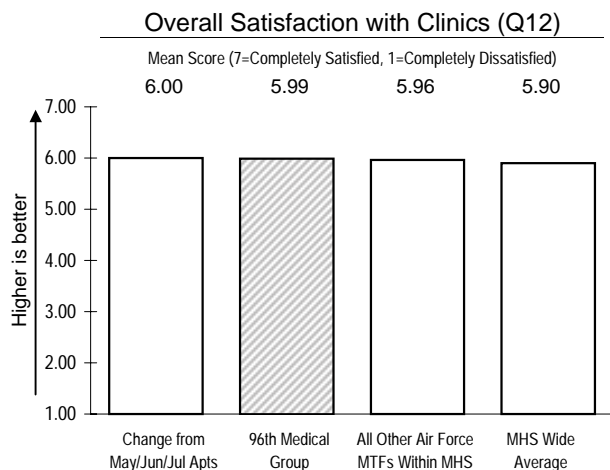


MTF Action Plan Report

96th Medical Group-Eglin Air Force Base

Patient Satisfaction Report: August/September/October 2000 Appt. Data

Total Mailed = 1386 Returns As Of Cutoff = 368 Non-deliverables = 69 Response Rate = 27.9%



Not Significantly Different From 96th Medical Group



Significantly Different From 96th Medical Group

Comparison To:

Change from May/Jun/Jul Apts	* Highest Correlation with Clinic Satisfaction (Q12) ** Highest Correlation with Medical Care Satisfaction (Q5) Mean Score (5=Excellent, 1=Poor)	Mean Score	All Other Air Force MTFs Within MHS	MHS Wide Average	National Civilian HMO Average
<div><div></div><div></div></div>	Access Average	3.70	3.69 <div><div></div><div></div></div>	3.64 <div><div></div><div></div></div>	3.52 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	* Access to medical care (Q10b)	3.74	3.76 <div><div></div><div></div></div>	3.72 <div><div></div><div></div></div>	3.71 <div><div></div><div></div></div>
<div><div></div><div></div></div>	* Referral for specialty care (Q10c)	3.79	3.76 <div><div></div><div></div></div>	3.69 <div><div></div><div></div></div>	N/A <div><div></div><div>NA</div></div>
<div><div></div><div></div></div>	* Office wait time (Q9)	3.62	3.65 <div><div></div><div></div></div>	3.57 <div><div></div><div></div></div>	3.34 <div><div></div><div>▲</div></div>
<div><div>▼</div><div></div></div>	Time to return your call (Q11)	3.52	3.50 <div><div></div><div></div></div>	3.44 <div><div></div><div></div></div>	3.13 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	Ease of making phone appointment (Q10a)	3.91	3.75 <div><div></div><div>▲</div></div>	3.71 <div><div></div><div>▲</div></div>	3.82 <div><div></div><div></div></div>
<div><div></div><div></div></div>	Appointment wait time (Q7)	3.69	3.75 <div><div></div><div></div></div>	3.71 <div><div></div><div></div></div>	3.51 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	Quality Average	4.12	4.14 <div><div></div><div></div></div>	4.08 <div><div></div><div></div></div>	3.83 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	** Overall quality of care received (Q3j)	4.21	4.20 <div><div></div><div></div></div>	4.14 <div><div></div><div></div></div>	3.88 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	** How well the care met your needs (Q3i)	4.07	4.05 <div><div></div><div></div></div>	4.01 <div><div></div><div></div></div>	3.77 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	** Thoroughness of treatment (Q3c)	4.13	4.23 <div><div></div><div></div></div>	4.16 <div><div></div><div></div></div>	3.90 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	How much you were helped (Q3h)	3.98	4.00 <div><div></div><div></div></div>	3.97 <div><div></div><div></div></div>	3.73 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	Explanations of procedures and tests (Q3d)	4.20	4.21 <div><div></div><div></div></div>	4.14 <div><div></div><div></div></div>	3.87 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	Interpersonal Relationship Average	4.11	4.17 <div><div></div><div></div></div>	4.09 <div><div></div><div></div></div>	3.81 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	** Personal interest in you (Q3e)	4.17	4.20 <div><div></div><div></div></div>	4.12 <div><div></div><div></div></div>	3.88 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	** Advice on ways to avoid illness/stay healthy (Q3f)	3.94	4.08 <div><div></div><div>▼</div></div>	3.99 <div><div></div><div></div></div>	3.67 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	** Amount of time with Dr. and staff (Q3g)	3.85	4.05 <div><div></div><div>▼</div></div>	3.97 <div><div></div><div></div></div>	3.62 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	Attention given to what you had to say (Q3b)	4.24	4.26 <div><div></div><div></div></div>	4.19 <div><div></div><div></div></div>	3.93 <div><div></div><div>▲</div></div>
<div><div></div><div></div></div>	Friendliness and courtesy of staff (Q3a)	4.32	4.27 <div><div></div><div></div></div>	4.20 <div><div></div><div>▲</div></div>	3.94 <div><div></div><div>▲</div></div>

Your rating is:



Lower



Same



Higher

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